



U.S. Department  
of Transportation



---

# ***Air Travel Consumer Report***

---

A Product Of The  
**OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS**  
*Aviation Consumer Protection Division*



**Issued: July 2018**

<b>Flight Delays<sup>1</sup></b>	May 2018
<b>Mishandled Baggage<sup>1</sup></b>	May 2018
<b>Oversales<sup>1</sup></b>	1st. Quarter 2018
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	May 2018
<b>Airline Animal Incident Reports<sup>4</sup></b>	May 1 2018
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	May 2018

---

<sup>1</sup> Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov>

<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://www.transportation.gov/airconsumer>

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

## TABLE OF CONTENTS

Section	Page	Section	Page
<b>Introduction</b>		<b>Flight Delays (continued)</b>	
<b>Flight Delays</b>		<b>Table 11</b>	26
<b>Explanation</b>	3	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
<b>Table 1</b>	4	<b>Table 11A</b>	27
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
<b>Table 1A</b>	5	<b>Table 12</b>	28
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
<b>Table 2</b>	6	<b>Footnotes</b>	29
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		<b>Appendix</b>	30
<b>Table 3</b>	9	<b>Mishandled Baggage</b>	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		<b>Explanation</b>	31
<b>Table 4</b>	11	<b>Ranking— May 2018</b>	32
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<b>Oversales</b>	
<b>Table 5</b>	13	<b>Explanation</b>	33
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		<b>Ranking — 1st. Quarter 2018</b>	34
<b>Table 6</b>	15	<b>Consumer Complaints</b>	
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		<b>Explanation</b>	35
<b>Table 7</b>	16	<b>Complaint Tables 1-5 (May 2018)</b>	36
On-Time Arrival and Departure Percentage, by Airport		Summary, Complaint Categories, U.S. Airlines, Incident Date and Companies Other Than U.S. Airlines	
<b>Table 8</b>	22	<b>Ranking, Table 6 (May 2018)</b>	42
Overall Number and Percentage of Flight Cancellations, by Carrier		<b>Civil Rights Complaints by Air Travelers, Other than Disability (May 2018)</b>	43
<b>Table 8A</b>	23	<b>Complaint Categories</b>	44
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier		<b>Airline Reports to DOT of Incidents Involving the Loss, Injury, or, Death of Animals during Air Transportation (May 2018)</b>	45
<b>Table 9</b>	24	<b>Customer Service Reports to the Department of Homeland Security (May 2018)</b>	46
Flight Causation Data, By Airline and Category			
<b>Table 10</b>	25		
Flight Causation Data, Graphic Representation			

## **INTRODUCTION**

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the second week of each month. The report is available via the Internet at:

<http://www.transportation.gov/airconsumer>

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least 0.5 percent of total domestic scheduled-service passenger revenues.

The reportable airports with respect to which data must be submitted to the Department are those large, medium, small, or non-hub airports as defined in 49 U.S.C. 47102. Airports can be accessed through the FAA at: [https://www.faa.gov/airports/planning\\_capacity/passenger\\_allcargo\\_stats/categories/](https://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/categories/). This report includes 30 largest U.S. airports.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 18 reporting air carriers, 16 carriers (Alaska, Delta, Endeavor, Envoy, ExpressJet, Frontier, JetBlue, Mesa, PSA, Republic, Hawaiian, SkyWest, Spirit, Southwest, United and Virgin America) use ACARS, one carrier (American) uses a combination of ACARS and DGS, and one carrier (Allegiant) uses manual system.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 30 largest airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 30 largest airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 airports in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system. Table 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

Table 11 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 11A lists the regularly scheduled international flights with tarmac delays of more than 4 hours. Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 hours or more.

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at <https://www.transtats.bts.gov/ONTIME/>

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at [https://apps.bts.gov/pdc/user/products/src/category.xml?pdc\\_start=1&pdc\\_end=15&pdc\\_page=1&c=1&pdc\\_sort=2+DESC,+4+DESC](https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC). CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

## AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY CARRIER\*

MAY 2018

	AT 30 LARGEST AIRPORTS		AT ALL US AIRPORTS	
CARRIER*	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME
HAWAIIAN AIRLINES	9	89.1	18	90.8
DELTA AIR LINES	30	85.0	145	85.0
ENDEAVOR AIRLINES	16	82.5	98	83.2
EXPRESSJET AIRLINES	13	81.8	102	83.0
MESA AIRLINES	13	83.1	91	82.2
ALASKA AIRLINES**	26	79.7	70	81.8
SKYWEST AIRLINES	24	80.4	221	80.8
SPIRIT AIRLINES	21	79.8	40	80.3
REPUBLIC AIRLINE	18	79.0	83	79.8
UNITED AIRLINES	28	78.9	98	78.9
AMERICAN AIRLINES	29	79.0	94	78.6
ENVOY AIRLINES	15	76.9	125	77.3
ALLEGiant AIRLINES	7	73.1	116	76.7
SOUTHWEST AIRLINES	24	76.0	86	76.4
PSA AIRLINES	10	77.2	93	75.0
FRONTIER AIRLINES	23	70.6	77	71.8
JETBLUE AIRWAYS	26	70.5	69	71.0
TOTAL		79.3		79.4

For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

## AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME AND CARRIER RANK BY MONTH, QUARTER, AND 12 MONTHS

MAY 2018

CARRIER*	2nd Quarter 04-06 2017		3rd Quarter 07-09 2017		4th Quarter 10-12 2017		1st Quarter 01-03 2018		Mar 2018		Apr 2018		May 2018		12 Months Ending May 2018	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA**	82.4	2	84.9	3	84.2	6	87.0	1	86.8	2	83.4	6	81.8	6	84.6	3
ALLEGiant	N/A	N/A	N/A	N/A	N/A	N/A	78.4	9	78.5	12	78.8	13	76.7	13	N/A	N/A
AMERICAN	77.3	6	77.7	7	85.2	5	81.9	6	82.3	8	83.9	4	78.6	11	80.8	5
DELTA	80.9	5	86.4	2	88.9	1	86.4	2	87.0	1	86.4	2	85.0	2	86.6	2
ENDEAVOR	N/A	N/A	N/A	N/A	N/A	N/A	77.0	13	75.8	15	78.1	14	83.2	3	N/A	N/A
ENVOY	N/A	N/A	N/A	N/A	N/A	N/A	76.5	14	83.4	7	81.1	9	77.3	12	N/A	N/A
EXPRESSJET	75.8	9	76.6	8	81.1	10	76.3	15	79.1	10	80.9	10	83.0	4	78.1	9
FRONTIER	76.3	8	78.6	6	81.2	8	75.8	16	78.4	13	76.4	16	71.8	16	77.3	10
HAWAIIAN	89.6	1	93.1	1	86.5	2	84.8	3	85.3	3	87.7	1	90.8	1	88.6	1
JETBLUE	66.7	11	67.1	12	80.0	11	67.9	18	64.2	18	67.6	17	71.0	17	70.3	11
MESA	N/A	N/A	N/A	N/A	N/A	N/A	78.9	8	84.8	5	85.1	3	82.2	5	N/A	N/A
PSA	N/A	N/A	N/A	N/A	N/A	N/A	72.6	17	75.5	16	79.4	12	75.0	15	N/A	N/A
REPUBLIC	N/A	N/A	N/A	N/A	N/A	N/A	78.0	10	77.6	14	80.3	11	79.8	9	N/A	N/A
SKYWEST	81.1	3	80.7	4	81.2	9	77.9	11	82.1	9	83.0	7	80.8	7	80.4	6
SOUTHWEST	76.7	7	75.6	9	83.8	7	79.3	7	78.9	11	77.7	15	76.4	14	78.6	8
SPIRIT	71.3	10	75.1	10	85.7	4	83.4	5	85.1	4	81.8	8	80.3	8	80.2	7
UNITED	81.1	4	80.4	5	86.4	3	84.4	4	83.9	6	83.9	5	78.9	10	82.9	4
VIRGIN AMERICA**	63.5	12	73.2	11	77.8	12	77.6	12	69.9	17	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL	77.9		79.1		84.4		80.0		80.9		81.3		79.4		80.8	

For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined. Virgin America data is displayed for historic purposes.

## AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT  
(30 LARGEST AIRPORTS ONLY)

MAY 2018

ARRIVAL AIRPORT*																				
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW		EWR		FLL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIM E	# OF ARR.	% ON TIM E	# OF ARR.	% ON TIME	# OF ARR.	% ON TIM E	# OF ARR.	% ON TIM E	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA**	62	93.5	295	85.1	120	86.7	0	0.0	153	75.8	208	76.9	124	86.3	91	90.1	415	67.2	103	74.8
ALLEGIANANT	0	0.0	0	0.0	38	65.8	0	0.0	0	0.0	18	61.1	0	0.0	0	0.0	46	91.3	246	61.4
AMERICAN	1008	75.5	2479	78.4	479	70.8	8470	83.2	2030	76.9	933	76.0	12065	83.3	518	74.3	656	61.7	510	72.2
DELTA	21384	85.4	1572	86.6	651	83.9	490	82.4	788	78.9	1021	87.7	560	85.5	4836	88.9	483	68.3	952	82.5
ENDEAVOR	2507	86.3	571	82.1	181	84.0	305	83.0	163	77.9	4	100.0	198	84.8	1555	87.2	175	64.6	0	0.0
ENVOY	51	70.6	194	72.7	142	64.8	317	76.0	116	80.2	0	0.0	4578	84.6	77	71.4	54	44.4	0	0.0
EXPRESSJET	830	82.3	121	86.0	116	85.3	249	83.9	314	79.6	0	0.0	965	86.2	115	90.4	1588	64.5	0	0.0
FRONTIER	324	70.7	0	0.0	0	0.0	126	70.6	93	67.7	1998	73.7	65	67.7	92	77.2	0	0.0	0	0.0
HAWAIIAN	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	298	68.8	4554	70.8	244	64.3	120	71.7	917	71.8	89	52.8	58	79.3	124	70.2	754	60.7	2141	65.7
MESA	191	81.2	4	100.0	0	0.0	175	76.6	78	82.1	0	0.0	2845	82.2	181	80.7	0	0.0	0	0.0
PSA	107	74.8	0	0.0	8	100.0	8645	79.5	1644	73.2	0	0.0	0	0.0	61	91.8	0	0.0	0	0.0
REPUBLIC	372	73.7	518	84.9	8	100.0	754	82.2	3016	81.0	294	88.8	305	86.6	727	83.6	2100	69.5	0	0.0
SKYWEST	1985	81.5	0	0.0	56	78.6	315	76.5	102	59.8	3944	85.3	523	84.7	3662	85.1	147	60.5	26	65.4
SOUTHWEST	3593	77.1	1089	74.7	6424	76.7	247	52.6	1288	67.8	5846	77.3	0	0.0	613	73.1	612	62.6	2121	76.4
SPIRIT	683	81.0	440	78.2	732	75.4	0	0.0	0	0.0	309	82.2	898	82.4	913	84.4	288	66.7	1435	78.4
UNITED	440	77.0	1269	78.3	296	73.0	31	74.2	419	72.3	5171	87.2	565	77.3	170	79.4	5250	70.8	649	72.3
TOTAL	33835	83.3	13106	77.0	9495	76.5	20244	80.8	11121	75.9	19835	81.7	23749	83.5	13735	85.3	12568	67.8	8183	73.6

\* See Appendix at end of this section for list of airport and carrier codes.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT**  
**(30 LARGEST AIRPORTS ONLY)**  
**MAY 2018**

ARRIVAL AIRPORT*																				
CARRIER*	HNL		IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA**	261	82.8	176	73.9	57	91.2	425	73.4	713	77.6	1954	75.8	0	0.0	174	79.9	0	0.0	0	0.0
ALLEGiant	0	0.0	0	0.0	0	0.0	0	0.0	743	74.8	99	84.8	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN	256	83.2	266	75.9	700	78.3	1413	74.6	1210	78.3	3450	82.8	1908	78.2	1554	77.5	0	0.0	4337	75.6
DELTA	259	85.3	224	76.8	259	80.7	2621	79.7	1116	88.3	3107	83.6	2047	85.8	1612	83.1	170	85.3	810	81.4
ENDEAVOR	0	0.0	87	77.0	106	84.9	2157	78.1	0	0.0	0	0.0	2443	82.2	0	0.0	0	0.0	0	0.0
ENVOY	0	0.0	0	0.0	62	80.6	569	69.8	0	0.0	0	0.0	1342	69.6	0	0.0	0	0.0	776	79.3
EXPRESSJET	0	0.0	0	0.0	2939	90.3	0	0.0	0	0.0	0	0.0	618	81.4	0	0.0	0	0.0	0	0.0
FRONTIER	0	0.0	124	60.5	62	66.1	0	0.0	550	71.8	93	71.0	93	66.7	716	74.0	0	0.0	81	60.5
HAWAIIAN	2941	92.0	0	0.0	0	0.0	31	87.1	80	83.8	186	72.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	0	0.0	173	67.1	0	0.0	3731	73.2	432	79.4	551	80.9	522	74.9	1654	71.6	0	0.0	0	0.0
MESA	0	0.0	2018	78.5	2518	87.3	0	0.0	0	0.0	0	0.0	119	70.6	0	0.0	0	0.0	0	0.0
PSA	0	0.0	219	70.8	0	0.0	3	100.0	0	0.0	0	0.0	192	67.7	0	0.0	0	0.0	0	0.0
REPUBLIC	0	0.0	0	0.0	1341	86.9	196	82.7	0	0.0	0	0.0	2834	79.2	0	0.0	0	0.0	1007	82.1
SKYWEST	0	0.0	177	78.5	541	81.1	0	0.0	224	81.3	2594	81.4	522	69.7	0	0.0	228	79.8	0	0.0
SOUTHWEST	0	0.0	204	71.1	0	0.0	0	0.0	6383	79.6	3667	69.4	941	70.7	3781	78.0	7192	77.5	0	0.0
SPIRIT	0	0.0	0	0.0	584	86.8	0	0.0	1189	82.9	724	80.9	341	81.2	1093	78.2	0	0.0	0	0.0
UNITED	445	81.3	2116	78.2	5238	85.0	0	0.0	1263	81.6	2632	82.0	785	76.9	1135	80.4	0	0.0	424	71.5
TOTAL	4162	89.3	5784	76.8	14407	86.1	11146	75.9	13903	80.0	19057	79.0	14707	78.3	11719	77.8	7590	77.8	7435	77.1

\* See Appendix at end of this section for list of airport and carrier codes.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.



**AIR TRAVEL CONSUMER REPORT**  
**TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT**  
**(30 LARGEST AIRPORTS ONLY)**  
**MAY 2018**

ARRIVAL AIRPORT*																				
CARRIER*	MSP		ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA**	59	88.1	292	75.7	1656	89.4	94	74.5	235	83.4	726	80.6	5604	86.3	2465	63.0	147	85.0	31	87.1
ALLEGIANT	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	29	75.9	0	0.0	0	0.0	0	0.0	0	0.0
AMERICAN	601	73.7	5458	73.9	342	81.3	4076	72.5	4810	86.8	760	79.9	716	75.6	1158	66.8	386	76.9	1073	73.4
DELTA	5391	89.0	772	75.1	540	90.2	547	74.8	720	88.6	670	88.4	2185	88.1	1237	66.4	3719	86.9	1030	85.0
ENDEAVOR	733	84.9	284	66.2	0	0.0	139	78.4	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
ENVOY	37	67.6	4783	73.4	0	0.0	214	65.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
EXPRESSJET	135	83.0	615	75.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	4	100.0	0	0.0
FRONTIER	162	84.0	235	59.1	73	69.9	475	61.3	154	67.5	130	73.1	96	67.7	47	44.7	138	68.1	189	72.5
HAWAIIAN	0	0.0	0	0.0	62	50.0	0	0.0	31	71.0	47	80.9	62	69.4	62	82.3	0	0.0	0	0.0
JETBLUE	87	77.0	242	55.4	126	69.0	231	57.1	62	64.5	186	84.4	205	75.1	516	66.1	248	73.0	417	68.6
MESA	166	80.7	0	0.0	0	0.0	163	76.1	1901	86.0	0	0.0	0	0.0	0	0.0	74	86.5	0	0.0
PSA	0	0.0	189	76.2	0	0.0	1301	68.9	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
REPUBLIC	401	80.5	1716	75.5	0	0.0	1735	74.0	0	0.0	0	0.0	0	0.0	0	0.0	5	100.0	1	100.0
SKYWEST	4479	85.2	6481	72.4	500	89.0	72	77.8	1099	92.5	733	87.2	997	84.8	2718	62.4	3572	86.7	0	0.0
SOUTHWEST	699	73.0	0	0.0	1266	80.6	724	67.5	5405	79.5	3288	79.3	1056	77.3	1486	55.9	924	76.3	2558	76.4
SPIRIT	344	79.7	850	72.1	116	80.2	276	71.7	31	74.2	223	82.1	260	83.8	0	0.0	0	0.0	320	83.1
UNITED	288	76.4	6426	77.1	576	81.6	355	60.8	655	81.8	907	81.5	867	81.2	5242	74.7	114	91.2	636	78.5
TOTAL	13582	84.9	28343	74.0	5257	84.5	10402	70.9	15103	84.0	7699	81.3	12048	84.2	14931	67.0	9331	84.8	6255	77.3

\* See Appendix at end of this section for list of airport and carrier codes.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY**  
**(30 LARGEST AIRPORTS ONLY)**

MAY 2018

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	87.2	85.1	91.3	89.3	91.5	93.1	91.3	92.4	84.2	84.2	94.7	74.4	94.0	81.8	97.2	92.6
0700-0759	96.3	88.5	94.9	92.5	88.7	92.3	90.0	92.9	85.0	77.8	99.3	85.0	90.2	82.2	96.2	91.1
0800-0859	90.6	90.3	95.3	90.7	92.6	92.2	91.0	87.0	90.9	88.1	96.0	96.2	93.1	81.6	93.6	79.5
0900-0959	91.6	90.7	92.0	78.7	89.7	93.3	88.8	89.9	90.3	86.7	92.0	88.2	89.7	87.2	91.2	81.8
1000-1059	89.9	89.1	89.9	89.5	87.7	91.5	88.0	88.8	89.9	83.7	85.6	93.3	92.4	91.9	92.1	78.2
1100-1159	91.7	85.4	92.2	89.6	83.1	88.8	85.5	91.0	90.5	83.8	86.0	85.8	92.7	82.5	87.7	80.2
1200-1259	89.9	85.8	86.7	89.2	85.0	89.7	83.6	94.5	90.5	80.9	88.2	85.7	89.3	90.4	81.1	80.9
1300-1359	90.2	85.9	88.5	84.9	86.0	85.0	84.9	89.3	81.8	72.6	83.6	81.0	89.1	82.6	84.0	84.8
1400-1459	87.0	86.0	86.6	87.7	83.3	87.2	83.6	88.1	65.1	76.4	86.4	80.2	83.2	81.4	76.4	84.5
1500-1559	86.3	78.3	80.2	80.0	77.4	81.2	81.9	82.2	59.9	79.0	93.2	80.5	84.3	79.2	81.3	84.4
1600-1659	85.5	73.0	74.7	78.7	68.7	78.1	82.8	86.4	54.2	69.0	93.2	75.7	84.7	76.0	78.5	80.4
1700-1759	80.1	68.7	63.0	75.0	65.3	75.2	78.2	77.5	55.3	70.2	92.1	63.2	80.4	71.8	75.1	76.1
1800-1859	74.4	65.3	63.3	64.7	61.6	74.2	79.9	83.7	47.9	70.5	92.1	62.9	82.1	66.0	74.2	76.4
1900-1959	69.8	70.9	57.8	63.9	63.5	70.8	79.8	79.7	48.4	61.0	90.3	71.3	80.9	65.0	71.2	74.9
2000-2059	68.6	63.1	61.0	67.0	66.6	64.3	76.8	82.0	46.9	59.1	89.7	69.7	80.9	63.7	70.2	74.6
2100-2159	69.2	64.4	56.0	70.8	65.5	66.4	78.1	76.8	47.7	64.5	87.3	66.8	77.4	61.8	74.0	69.9
2200-2259	68.6	67.1	65.3	83.9	63.8	67.0	74.2	72.4	55.0	60.5	93.5	61.6	73.7	61.8	69.0	71.1
2300-0559	73.1	71.1	67.5	74.9	61.3	68.4	82.7	72.8	71.5	63.6	90.6	74.9	79.0	74.0	70.2	76.5
TOTAL	83.3	77.0	76.5	80.8	75.9	81.7	83.5	85.3	67.8	73.6	89.3	76.8	86.1	75.9	80.0	79.0

\* See Appendix at end of this section for list of airport and carrier codes.

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY**  
**(30 LARGEST AIRPORTS ONLY)**  
**MAY 2018**

ARRIVAL AIRPORT*															
SCHEDULED ARRIVAL TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	92.4	87.6	95.3	92.9	89.4	82.3	90.9	77.2	96.2	83.3	90.7	91.8	100.0	93.1	88.9
0700-0759	91.4	94.3	87.0	90.8	86.1	79.5	92.9	83.4	93.8	89.1	91.0	91.8	97.3	91.4	89.8
0800-0859	89.8	93.8	89.2	88.5	87.2	79.6	91.8	88.6	92.6	93.6	92.2	86.4	96.5	90.9	89.6
0900-0959	89.8	89.2	89.4	86.7	92.5	78.5	95.4	79.7	91.1	93.1	89.1	70.4	95.2	95.5	87.6
1000-1059	88.1	90.2	90.5	81.3	91.0	78.8	91.8	85.6	92.4	84.6	86.4	69.2	92.7	88.1	87.5
1100-1159	84.7	91.0	94.1	80.9	87.7	81.1	89.5	84.4	89.3	89.7	88.7	68.2	88.1	91.7	86.3
1200-1259	90.1	86.4	92.8	78.4	92.1	79.1	88.4	85.1	87.2	81.8	83.0	62.4	84.3	85.0	85.3
1300-1359	87.3	84.1	81.2	78.3	90.6	82.1	88.5	81.1	86.5	83.4	85.8	61.5	92.2	86.0	84.9
1400-1459	81.9	83.6	83.9	78.4	91.1	74.9	88.3	71.6	83.5	80.4	89.1	73.0	85.8	83.5	82.3
1500-1559	81.8	79.1	84.7	75.3	86.3	76.5	88.9	67.5	84.6	82.4	81.1	62.1	87.5	78.1	80.1
1600-1659	77.4	76.7	70.9	74.5	85.9	75.5	78.1	65.4	82.3	78.5	82.4	65.7	80.5	73.1	77.1
1700-1759	71.2	73.0	79.6	65.7	75.7	69.7	83.3	56.3	80.1	73.4	82.9	68.0	71.9	71.4	73.5
1800-1859	69.3	72.8	63.2	72.5	80.3	61.5	86.9	55.6	73.5	74.1	87.3	67.9	82.4	67.7	71.6
1900-1959	64.3	68.4	70.0	63.6	79.7	61.2	81.8	56.4	75.8	76.0	81.0	65.1	79.5	71.1	70.7
2000-2059	60.8	60.1	62.2	67.7	71.3	65.3	76.6	56.8	75.5	72.5	77.6	58.0	77.1	68.7	68.2
2100-2159	65.7	63.4	65.4	69.7	72.7	64.1	81.5	60.3	75.0	74.5	77.1	58.5	75.7	63.4	68.6
2200-2259	65.4	68.9	52.9	65.4	62.5	60.6	73.0	65.7	71.5	76.1	79.2	53.9	71.5	70.0	67.3
2300-0559	69.4	69.0	63.7	74.4	78.3	75.4	77.4	70.3	74.8	81.4	82.6	63.6	73.0	63.4	72.5
TOTAL	78.3	77.8	77.8	77.1	84.9	74.0	84.5	70.9	84.0	81.3	84.2	67.0	84.8	77.3	79.3

\* See Appendix at end of this section for list of airport and carrier codes.

## AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/ BY AIRPORT AND TIME OF DAY  
(30 LARGEST AIRPORTS ONLY)

MAY 2018

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	HNL	IAD	IAH	JFK	LAS	LAX
0600-0659	91.3	93.3	93.2	90.1	92.4	91.0	90.3	92.7	93.7	93.2	97.5	91.2	92.1	92.9	94.4	92.9
0700-0759	92.9	86.3	91.6	91.4	90.0	93.5	88.5	89.9	88.0	92.4	94.1	90.6	94.1	91.6	88.4	89.7
0800-0859	92.3	83.8	92.5	88.1	89.7	88.8	87.8	92.3	87.3	89.4	97.6	89.6	91.2	89.9	90.2	88.9
0900-0959	88.6	83.9	91.0	89.0	90.3	89.4	84.4	92.1	88.0	86.9	96.3	93.5	93.0	88.3	88.5	79.2
1000-1059	89.4	81.4	87.1	76.8	87.0	88.1	81.8	89.1	90.3	82.3	92.5	90.2	92.2	88.7	82.6	76.2
1100-1159	87.5	87.9	85.7	87.2	85.9	87.8	75.5	85.9	86.9	79.9	96.0	89.7	84.1	88.4	84.2	76.1
1200-1259	88.1	81.3	84.8	81.2	85.0	79.9	80.6	88.2	87.3	82.5	87.5	87.2	84.5	82.9	80.4	80.9
1300-1359	84.1	75.3	69.5	82.1	83.5	75.6	74.1	80.9	87.1	60.3	89.4	82.8	79.6	87.5	75.1	77.5
1400-1459	82.2	79.3	72.1	76.0	77.8	80.8	76.8	82.8	86.1	68.5	86.9	85.2	83.8	79.0	74.4	79.6
1500-1559	78.3	71.1	70.7	69.4	75.6	80.5	74.3	81.7	71.8	70.0	93.2	72.7	77.8	75.9	68.9	81.7
1600-1659	79.9	67.0	63.6	68.3	64.8	71.2	78.7	78.7	66.1	66.7	96.8	74.1	83.5	78.0	71.3	76.1
1700-1759	78.8	67.2	63.6	66.2	66.3	75.3	75.4	78.6	59.4	62.2	95.5	68.0	73.6	73.5	65.6	82.1
1800-1859	70.8	60.0	55.7	67.9	58.5	67.3	71.5	65.7	64.9	63.7	97.3	64.3	78.6	69.4	66.8	75.2
1900-1959	69.5	62.0	57.5	62.2	57.6	77.8	71.7	77.0	54.5	62.0	95.5	64.3	81.7	69.7	66.7	77.3
2000-2059	61.1	61.8	50.1	65.9	62.1	72.8	78.4	81.9	58.7	69.3	96.3	53.2	78.6	65.9	61.8	72.0
2100-2159	70.8	49.5	50.0	53.6	64.0	62.0	77.5	88.4	59.7	60.2	87.1	100.0	81.7	67.0	64.2	78.8
2200-2259	70.1	50.8	51.2	73.5	69.1	60.5	81.2	81.8	51.4	57.5	89.2	75.5	81.3	59.6	71.3	70.0
2300-0559	79.6	90.5	89.5	0.0	90.3	79.0	88.0	93.8	95.7	90.5	98.4	92.4	93.3	81.2	83.2	86.0
TOTAL	80.6	76.8	74.0	77.0	77.7	80.4	79.7	84.8	76.7	74.2	92.8	79.4	85.1	80.0	77.6	80.6

\* See Appendix at end of this section for list of airport and carrier codes.

## AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/ BY AIRPORT AND TIME OF DAY  
(30 LARGEST AIRPORTS ONLY)  
MAY 2018

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	LGA	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	90.1	95.0	91.3	87.9	92.4	88.2	97.4	88.5	95.4	94.0	96.4	93.9	95.8	96.9	92.7
0700-0759	90.6	92.8	83.1	90.3	92.5	80.5	90.7	89.4	91.3	90.1	90.8	90.7	92.9	94.1	89.9
0800-0859	92.4	93.6	76.0	91.6	88.2	81.6	86.6	85.6	87.9	85.0	93.8	88.3	92.2	93.0	88.8
0900-0959	88.6	93.3	73.5	78.7	91.5	78.6	89.9	90.9	87.4	85.6	88.7	79.3	92.8	86.0	87.1
1000-1059	87.2	86.6	75.1	85.4	89.0	78.5	92.6	83.1	85.3	86.1	90.9	71.1	85.5	88.7	84.7
1100-1159	83.9	88.9	71.7	77.1	89.7	78.8	86.0	85.0	86.0	77.1	84.2	68.8	90.5	79.3	83.9
1200-1259	84.5	81.7	76.7	75.3	87.8	76.0	87.6	82.8	82.1	81.2	91.0	68.6	79.8	87.3	82.6
1300-1359	85.9	75.0	70.1	77.2	89.0	77.9	85.8	83.6	82.0	74.3	84.0	65.5	84.6	75.4	79.6
1400-1459	83.2	73.1	55.3	70.5	85.6	75.0	82.5	71.3	73.6	71.4	86.0	63.9	88.2	68.5	77.9
1500-1559	77.4	69.4	61.3	72.7	83.6	73.5	85.5	72.0	81.0	70.4	86.1	70.3	84.8	74.1	76.7
1600-1659	73.8	66.4	58.6	76.3	79.8	72.7	80.0	69.6	80.7	77.5	79.4	71.0	76.3	58.4	73.7
1700-1759	75.6	67.0	58.1	66.0	78.3	65.3	77.0	55.5	76.4	75.4	85.0	65.6	82.3	62.5	71.6
1800-1859	69.7	64.2	57.0	55.8	70.7	64.8	79.3	57.6	75.6	67.5	89.5	74.0	69.3	66.0	68.4
1900-1959	67.1	63.8	51.2	70.9	81.6	66.2	86.8	59.1	66.0	73.3	86.5	73.0	80.8	62.0	69.0
2000-2059	61.0	65.5	43.1	67.3	80.1	65.7	87.9	61.2	72.8	69.6	79.5	76.2	81.8	62.8	70.0
2100-2159	64.1	58.9	53.2	72.6	82.1	70.3	80.3	63.4	72.9	73.7	83.3	68.0	91.5	57.8	70.2
2200-2259	61.3	59.2	45.4	79.3	75.3	69.1	80.5	52.9	73.1	88.1	83.7	74.2	84.1	66.3	71.4
2300-0559	92.2	80.4	93.9	76.7	93.7	93.0	86.5	86.3	90.7	100.0	90.4	77.5	85.6	98.2	86.4
TOTAL	80.5	78.0	65.3	76.2	85.3	74.4	87.4	74.6	82.0	80.1	87.8	75.0	86.5	77.4	79.4

\* See Appendix at end of this section for list of airport and carrier codes.

## AIR TRAVEL CONSUMER REPORT

**TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES  
FOR TWO OR MORE CONSECUTIVE MONTHS K/  
MAY 2018**

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
---------	------------------	-------	--------------------------------	--------------------------------	--------------------------------------	--	---	---

**CHRONICALLY DELAYED FLIGHTS FOR FIVE OR MORE CONSECUTIVE MONTHS**

NONE								
CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***

**CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS**

NONE								
------	--	--	--	--	--	--	--	--

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
---------	------------------	-------	--------------------------------	--------------------------------	--------------------------------------	--	---	---

**CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS**

SOUTHWEST	1221	Mar	LAX-SFO	1530	25	16	64.00	89.13
SOUTHWEST	1212	Apr	LAX-SFO	1530	26	14	53.85	81.82
SOUTHWEST	1212	May	LAX-SFO	1530	27	18	66.67	82.43
SOUTHWEST	6049	Mar	MDW-LGA	1720	30	17	56.67	78.79
SOUTHWEST	5610	Apr	MDW-LGA	1715	27	14	51.85	112.31
SOUTHWEST	5610	May	MDW-LGA	1715	27	16	59.26	95.93
SPIRIT	496	Mar	MCO-EWR	1740	31	18	58.06	82.31
SPIRIT	496	Apr	MCO-EWR	1730	11	6	54.55	94.80
SPIRIT	496	May	MCO-EWR	1724	31	16	51.61	104.07

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

\*\*\* Flights late more than 30 minutes only. Excludes cancelled and diverted flights

Chronically Delayed Flights for individual months can be found on link below

[https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject\\_areas/airline\\_information/chronically\\_delayed\\_flights/index.html](https://www.rita.dot.gov/bts/sites/rita.dot.gov.bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html)

## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

MAY 2018

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<b>CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</b>								
JETBLUE	813	Apr	HPN-FLL	1830	30	19	63.33	139.16
JETBLUE	813	May	HPN-FLL	1832	31	17	54.84	134.94
SOUTHWEST	38	Apr	DAL-SMF	1705	17	10	58.82	79.20
SOUTHWEST	38	May	DAL-SMF	1705	23	15	65.22	87.47
SOUTHWEST	1212	Apr	LAX-SFO	1530	26	14	53.85	81.82
SOUTHWEST	1212	May	LAX-SFO	1530	27	18	66.67	82.43
SOUTHWEST	5610	Apr	MDW-LGA	1715	27	14	51.85	112.31
SOUTHWEST	5610	May	MDW-LGA	1715	27	16	59.26	95.93
SOUTHWEST	5697	Apr	MSY-AUS	1820	16	10	62.50	57.20
SOUTHWEST	5697	May	MSY-AUS	1820	23	13	56.52	61.15
SOUTHWEST	563	Apr	SMF-LAX	1935	23	15	65.22	91.73
SOUTHWEST	563	May	SMF-LAX	1955	30	16	53.33	79.80
SPIRIT	983	Apr	EWB-MCO	1715	11	7	63.64	67.00
SPIRIT	983	May	EWB-MCO	1715	31	16	51.61	106.93
SPIRIT	496	Apr	MCO-EWR	1730	11	6	54.55	94.80
SPIRIT	496	May	MCO-EWR	1724	31	16	51.61	104.07

\* Minimum of 10 flights per months

\*\* includes cancelled and diverted flights

\*\*\* Flights late more than 30 minutes only. Excludes cancelled and diverted flights

Chronically Delayed Flights for individual months can be found on link below

[https://www.rita.dot.gov/bts/sites/rita.dot.gov/bts/files/subject\\_areas/airline\\_information/chronically\\_delayed\\_flights/index.html](https://www.rita.dot.gov/bts/sites/rita.dot.gov/bts/files/subject_areas/airline_information/chronically_delayed_flights/index.html)

## AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OR MORE OF THE TIME

MAY 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
SOUTHWEST	3939	48	1.2
JETBLUE	874	8	0.9
ALASKA*	750	4	0.5
SPIRIT	490	2	0.4
FRONTIER	277	1	0.3
EXPRESSJET	557	2	0.3
PSA AIRLINES	792	2	0.2
UNITED	1752	4	0.2
ENVOY	864	1	0.1
REPUBLIC	937	1	0.1
SKYWEST	2205	2	0.0
DELTA	2824	1	0.0
AMERICAN	2612	0	0.0
ENDEAVOR	754	0	0.0
MESA	594	0	0.0
HAWAIIAN	228	0	0.0
ALLEGiant	102	0	0.0
TOTAL	20551	76	0.4

For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.



AIR TRAVEL CONSUMER REPORT  
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT  
MAY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	91.8	95.1	61	61
Abilene, TX (ABI)	87.0	87.6	177	177
Adak Island, AK (ADK)	100.0	100.0	9	9
Aguadilla, PR (BQN)	65.0	70.3	183	182
Akron, OH (CAK)	70.3	79.7	606	606
Albany, GA (ABY)	88.6	89.8	88	88
Albany, NY (ALB)	78.1	83.8	1147	1148
Albuquerque, NM (ABQ)	78.6	80.2	2068	2068
Alexandria, LA (AEX)	87.7	88.7	301	301
Allentown/Bethlehem/Easton, PA (ABE)	78.3	82.6	374	374
Alpena, MI (APN)	86.8	88.5	53	52
Amarillo, TX (AMA)	80.0	83.8	476	476
Anchorage, AK (ANC)	86.6	93.2	1514	1506
Appleton, WI (ATW)	79.0	87.6	418	418
Arcata/Eureka, CA (ACV)	73.1	72.0	93	93
Asheville, NC (AVL)	76.3	80.9	619	619
Ashland, WV (HTS)	80.3	69.7	76	76
Aspen, CO (ASE)	89.0	91.1	246	246
Atlanta, GA (ATL)	83.3	80.6	33835	33837
Atlantic City, NJ (ACY)	75.3	85.3	263	265
Augusta, GA (AGS)	73.4	76.6	418	418
Austin, TX (AUS)	80.6	80.3	5577	5580
Bakersfield, CA (BFL)	86.1	88.0	208	208
Baltimore, MD (BWI)	76.5	74.0	9495	9494
Bangor, ME (BGR)	83.1	83.7	313	312
Barrow, AK (BRW)	90.3	93.6	62	62
Baton Rouge, LA (BTR)	82.6	86.3	656	656
Beaumont/Port Arthur, TX (BPT)	82.3	84.1	62	63
Bellefonte, PA (BLV)	85.0	76.0	100	100
Bellingham, WA (BLI)	90.9	93.6	219	220
Bemidji, MN (BJI)	93.4	93.4	61	61
Bend/Redmond, OR (RDM)	84.4	80.5	307	307

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Bethel, AK (BET)	91.6	93.0	71	71
Billings, MT (BIL)	88.7	93.8	336	336
Binghamton, NY (BGM)	86.4	86.4	88	88
Birmingham, AL (BHM)	78.0	80.3	1553	1553
Bismarck/Mandan, ND (BIS)	85.3	88.2	306	306
Bloomington/Normal, IL (BMI)	82.4	87.8	278	278
Boise, ID (BOI)	84.3	85.1	1645	1646
Boston, MA (BOS)	77.0	76.8	13106	13108
Bozeman, MT (BZN)	87.1	88.0	309	309
Brainerd, MN (BRD)	92.6	92.6	54	54
Bristol/Johnson City/Kingsport, TN (TRI)	80.4	82.8	337	337
Brownsville, TX (BRO)	89.1	88.1	210	210
Brunswick, GA (BQK)	85.1	89.7	87	87
Buffalo, NY (BUF)	77.1	81.4	2257	2256
Burbank, CA (BUR)	77.0	76.2	2297	2298
Burlington, VT (BTV)	76.6	81.3	759	759
Butte, MT (BTM)	96.5	91.2	57	57
Concord, NC (USA)	86.6	81.7	82	82
Cape Girardeau, MO (CGI)	68.5	81.5	54	54
Casper, WY (CPR)	91.4	93.1	58	58
Cedar City, UT (CDC)	81.5	94.4	54	54
Cedar Rapids/Iowa City, IA (CID)	80.1	81.9	784	784
Champaign/Urbana, IL (CMI)	76.5	82.8	204	204
Charleston, SC (CHS)	80.1	81.8	2200	2200
Charleston/Dunbar, WV (CRW)	75.6	78.4	422	421
Charlotte Amalie, VI (STT)	80.9	80.4	209	209
Charlotte, NC (CLT)	80.8	77.0	20244	20251
Charlottesville, VA (CHO)	71.8	76.4	479	478
Chattanooga, TN (CHA)	76.9	79.5	707	708
Chicago, IL (MDW)	77.8	65.3	7590	7588
Chicago, IL (ORD)	74.0	74.4	28343	28338
Christiansted, VI (STX)	81.2	78.2	101	101

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MAY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Cincinnati, OH (CVG)	79.0	80.5	4384	4383
Clarksburg/Fairmont, WV (CKB)	71.2	78.8	66	66
Cleveland, OH (CLE)	80.2	82.5	4120	4118
Cody, WY (COD)	82.8	91.4	93	93
College Station/Bryan, TX (CLL)	83.2	83.7	184	184
Colorado Springs, CO (COS)	74.5	79.1	844	845
Columbia, MO (COU)	74.6	82.0	228	228
Columbia, SC (CAE)	81.3	85.6	669	667
Columbus, GA (CSG)	89.8	89.0	118	118
Columbus, MS (GTR)	86.4	90.9	88	88
Columbus, OH (LCK)	82.1	72.6	112	113
Columbus, OH (CMH)	78.4	81.0	3820	3820
Cordova, AK (CDV)	77.4	88.7	62	62
Corpus Christi, TX (CRP)	80.6	83.9	473	473
Dallas, TX (DAL)	73.8	64.5	6042	6042
Dallas/Fort Worth, TX (DFW)	83.5	79.7	23749	23765
Dayton, OH (DAY)	76.3	78.9	1182	1183
Daytona Beach, FL (DAB)	82.2	85.2	304	304
Deadhorse, AK (SCC)	90.6	89.4	85	85
Denver, CO (DEN)	81.7	80.4	19835	19836
Des Moines, IA (DSM)	77.2	83.8	1367	1366
Detroit, MI (DTW)	85.3	84.8	13735	13742
Devils Lake, ND (DVL)	88.5	88.5	52	52
Dothan, AL (DHN)	76.5	84.0	119	119
Dubuque, IA (DBQ)	70.8	70.8	65	65
Duluth, MN (DLH)	75.3	81.4	231	231
Durango, CO (DRO)	85.8	87.8	253	253
Eagle, CO (EGE)	82.9	77.1	35	35
Eau Claire, WI (EAU)	70.5	82.0	61	61
El Paso, TX (ELP)	79.4	81.8	1530	1529
Elko, NV (EKO)	98.3	100.0	57	57
Elmira/Corning, NY (ELM)	100.0	88.2	17	17

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Erie, PA (ERI)	88.6	88.6	88	88
Escanaba, MI (ESC)	92.6	92.6	54	54
Eugene, OR (EUG)	82.2	82.2	320	320
Evansville, IN (EVV)	81.9	87.2	397	397
Fairbanks, AK (FAI)	88.1	93.0	388	388
Fargo, ND (FAR)	81.4	84.4	468	468
Fayetteville, AR (XNA)	82.7	80.8	1101	1100
Fayetteville, NC (FAY)	83.0	84.4	353	353
Flagstaff, AZ (FLG)	94.3	93.5	123	123
Flint, MI (FNT)	78.8	83.6	419	420
Florence, SC (FLO)	100.0	100.0	12	14
Fort Lauderdale, FL (FLL)	73.6	74.2	8183	8181
Fort Myers, FL (RSW)	77.6	78.6	2283	2286
Fort Smith, AR (FSM)	80.7	81.3	176	176
Fort Wayne, IN (FWA)	75.9	84.9	611	611
Fresno, CA (FAT)	84.1	82.0	971	970
Gainesville, FL (GNV)	84.0	86.7	399	399
Garden City, KS (GCK)	80.7	83.9	62	62
Gillette, WY (GCC)	85.5	94.7	76	76
Grand Forks, ND (GFK)	83.5	85.7	182	182
Grand Island, NE (GRI)	84.8	69.6	79	79
Grand Junction, CO (GJT)	93.9	95.7	278	278
Grand Rapids, MI (GRR)	78.8	81.2	1271	1271
Great Falls, MT (GTF)	89.7	95.6	136	136
Green Bay, WI (GRB)	77.3	85.2	431	431
Greensboro/High Point, NC (GSO)	73.8	78.5	1091	1091
Greenville, NC (PGV)	59.4	58.3	96	96
Greer, SC (GSP)	77.0	84.2	1096	1096
Guam, TT (GUM)	87.1	90.6	31	32
Gulfport/Biloxi, MS (GPT)	84.9	87.8	370	370
Hagerstown, MD (HGR)	76.9	46.2	13	13
Hancock/Houghton, MI (CMX)	72.1	80.3	61	61

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT**

MAY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Harlingen/San Benito, TX (HRL)	80.2	83.0	288	288
Harrisburg, PA (MDT)	76.3	78.0	549	550
Hartford, CT (BDL)	74.6	80.9	2432	2434
Hattiesburg/Laurel, MS (PIB)	67.7	79.0	62	62
Hays, KS (HYS)	73.6	81.1	106	106
Helena, MT (HLN)	91.6	98.3	119	119
Hibbing, MN (HIB)	90.7	92.6	54	54
Hilo, HI (ITO)	96.4	95.2	576	545
Hobbs, NM (HOB)	89.7	94.8	58	58
Honolulu, HI (HNL)	89.3	92.8	4162	4163
Houston, TX (IAH)	86.1	85.1	14407	14407
Houston, TX (HOU)	77.4	69.9	4871	4871
Huntsville, AL (HSV)	80.4	84.7	749	747
Hyannis, MA (HYA)	100.0	100.0	2	2
Idaho Falls, ID (IDA)	82.3	86.7	226	226
Indianapolis, IN (IND)	78.6	82.6	4272	4271
International Falls, MN (INL)	88.2	88.2	51	51
Iron Mountain/Kingsfd, MI (IMT)	84.4	84.4	32	32
Islip, NY (ISP)	70.0	80.7	593	592
Ithaca/Cortland, NY (ITH)	90.9	92.1	88	88
Jackson, WY (JAC)	80.7	87.7	155	155
Jackson/Vicksburg, MS (JAN)	83.6	84.1	641	641
Jacksonville, FL (JAX)	77.0	79.2	2748	2747
Jacksonville/Camp Lejeune, NC (OAJ)	74.3	79.1	272	273
Jamestown, ND (JMS)	90.2	89.0	82	82
Joplin, MO (JLN)	75.4	82.0	61	61
Juneau, AK (JNU)	88.6	90.0	361	360
Kahului, HI (OGG)	88.6	89.6	2134	2135
Kalamazoo, MI (AZO)	74.4	84.5	219	219
Kalispell, MT (FCA)	89.1	93.8	128	128
Kansas City, MO (MCI)	82.4	83.1	4830	4827
Ketchikan, AK (KTN)	89.6	91.5	201	201

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Key West, FL (EYW)	79.5	81.0	420	421
Killeen, TX (GRK)	86.5	85.7	230	230
Knoxville, TN (TYS)	78.5	80.6	1368	1368
Kodiak, AK (ADQ)	89.1	90.9	55	55
Kona, HI (KOA)	90.8	93.1	1285	1316
Kotzebue, AK (OTZ)	90.3	82.3	62	62
La Crosse, WI (LSE)	80.7	82.4	176	176
Lafayette, LA (LFT)	86.6	83.9	411	411
Lake Charles, LA (LCH)	88.6	88.6	175	175
Lansing, MI (LAN)	82.2	84.1	314	314
Laramie, WY (LAR)	74.1	88.9	54	54
Laredo, TX (LRD)	88.8	86.9	214	214
Las Vegas, NV (LAS)	80.0	77.6	13903	13898
Latrobe, PA (LBE)	83.3	89.4	84	85
Lawton/Fort Sill, OK (LAW)	86.2	87.8	123	123
Lewisburg, WV (LWB)	64.8	70.4	71	71
Lewiston, ID (LWS)	100.0	100.0	57	57
Lexington, KY (LEX)	76.1	81.9	865	864
Liberal, KS (LBL)	81.5	83.3	54	54
Lihue, HI (LIH)	91.1	91.4	1192	1192
Lincoln, NE (LNK)	83.6	87.3	110	110
Little Rock, AR (LIT)	82.3	84.3	1188	1188
Long Beach, CA (LGB)	78.3	81.4	1496	1496
Longview, TX (GGG)	85.5	80.3	62	61
Los Angeles, CA (LAX)	79.0	80.6	19057	19059
Louisville, KY (SDF)	77.8	79.4	1966	1968
Lubbock, TX (LBB)	77.2	79.7	512	512
Lynchburg, VA (LYH)	59.4	63.4	123	123
Madison, WI (MSN)	82.1	84.1	1102	1102
Manchester, NH (MHT)	78.8	86.2	827	828
Manhattan/Ft. Riley, KS (MHK)	76.1	83.9	155	155
Marquette, MI (MQT)	77.9	87.7	122	122

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT**  
**MAY 2018**

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Martha's Vineyard, MA (MVY)	100.0	100.0	8	8
Medford, OR (MFR)	80.1	81.6	422	423
Melbourne, FL (MLB)	86.1	94.7	208	208
Memphis, TN (MEM)	78.7	81.4	2020	2020
Meridian, MS (MEI)	73.1	71.0	93	93
Miami, FL (MIA)	77.1	76.2	7435	7434
Midland/Odessa, TX (MAF)	82.7	85.0	734	734
Milwaukee, WI (MKE)	77.7	83.8	2814	2812
Minneapolis, MN (MSP)	84.9	85.3	13582	13581
Minot, ND (MOT)	89.0	91.2	228	228
Mission/McAllen/Edinburg, TX (MFE)	80.1	84.0	356	356
Missoula, MT (MSO)	83.8	90.7	216	216
Moab, UT (CNY)	84.3	86.3	51	51
Mobile, AL (MOB)	83.7	86.0	564	564
Moline, IL (MLI)	76.2	77.5	454	453
Monroe, LA (MLU)	85.0	90.0	260	260
Monterey, CA (MRY)	77.7	81.7	328	328
Montgomery, AL (MGM)	79.5	83.5	376	376
Montrose/Delta, CO (MTJ)	83.9	83.9	31	31
Mosinee, WI (CWA)	83.9	85.9	305	305
Muskegon, MI (MKG)	77.1	75.4	61	61
Myrtle Beach, SC (MYR)	83.8	80.3	1150	1150
Nantucket, MA (ACK)	84.2	76.3	38	38
Nashville, TN (BNA)	78.3	76.6	6227	6228
New Bern/Morehead/Beaufort, NC (EWN)	63.7	74.4	204	203
New Haven, CT (HVN)	69.7	78.7	89	89
New Orleans, LA (MSY)	79.6	77.3	4959	4957
New York, NY (JFK)	75.9	80.0	11146	11148
New York, NY (LGA)	78.3	80.5	14707	14709
Newark, NJ (EWR)	67.8	76.7	12568	12563
Newburgh/Poughkeepsie, NY (SWF)	71.6	67.3	155	156
Newport News/Williamsburg, VA (PHF)	74.5	84.9	231	231

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Niagara Falls, NY (IAG)	83.3	78.0	60	59
Nome, AK (OME)	88.7	95.2	62	62
Norfolk, VA (ORF)	76.4	78.9	1982	1982
North Bend/Coos Bay, OR (OTH)	48.4	51.6	31	31
North Platte, NE (LBF)	85.2	96.3	54	54
Oakland, CA (OAK)	82.1	81.0	4498	4500
Ogden, UT (OGD)	87.5	75.0	8	8
Ogdensburg, NY (OGS)	100.0	100.0	12	12
Oklahoma City, OK (OKC)	78.4	82.7	2003	2003
Omaha, NE (OMA)	80.2	82.7	2195	2195
Ontario, CA (ONT)	79.3	83.2	1864	1863
Orlando, FL (MCO)	77.8	78.0	11719	11723
Owensboro, KY (OWB)	37.5	37.5	8	8
Paducah, KY (PAH)	65.6	78.7	61	61
Pago Pago, TT (PPG)	66.7	55.6	9	9
Palm Springs, CA (PSP)	83.5	84.8	832	833
Panama City, FL (ECP)	78.1	81.1	475	475
Pasco/Kennewick/Richland, WA (PSC)	82.1	83.5	224	224
Pellston, MI (PLN)	90.5	90.6	84	85
Pensacola, FL (PNS)	80.7	84.1	1032	1032
Peoria, IL (PIA)	78.8	85.8	485	485
Petersburg, AK (PSG)	90.3	95.2	62	62
Philadelphia, PA (PHL)	70.9	74.6	10402	10402
Phoenix, AZ (AZA)	74.2	80.3	403	400
Phoenix, AZ (PHX)	84.0	82.0	15103	15103
Pittsburgh, PA (PIT)	77.8	81.7	4205	4205
Plattsburgh, NY (PBG)	77.3	73.3	44	45
Pocatello, ID (PIH)	91.6	93.3	119	119
Ponce, PR (PSE)	71.0	74.2	62	62
Portland, ME (PWM)	76.4	81.0	874	875
Portland, OR (PDX)	84.5	87.4	5257	5255
Portsmouth, NH (PSM)	83.3	63.2	18	19

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT  
MAY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Providence, RI (PVD)	74.0	82.9	1662	1662
Provo, UT (PVU)	90.5	76.7	42	43
Pueblo, CO (PUB)	86.4	84.0	81	81
Punta Gorda, FL (PGD)	77.8	81.3	401	401
Quincy, IL (UIN)	66.7	64.2	81	81
Raleigh/Durham, NC (RDU)	77.3	77.6	5367	5368
Rapid City, SD (RAP)	78.7	78.7	394	394
Redding, CA (RDD)	78.3	65.2	92	92
Reno, NV (RNO)	77.6	80.2	1524	1524
Rhineland, WI (RHI)	95.1	95.1	61	61
Richmond, VA (RIC)	74.5	79.2	1962	1963
Roanoke, VA (ROA)	79.1	77.2	206	206
Rochester, MN (RST)	78.0	81.9	282	281
Rochester, NY (ROC)	77.3	81.4	1199	1199
Rock Springs, WY (RKS)	87.3	90.9	55	55
Rockford, IL (RFD)	81.6	67.4	49	49
Roswell, NM (ROW)	90.7	89.0	118	118
Sacramento, CA (SMF)	79.7	82.9	4071	4069
Saginaw/Bay City/Midland, MI (MBS)	75.2	83.0	258	258
Salina, KS (SLN)	73.8	82.5	80	80
Salt Lake City, UT (SLC)	84.8	86.5	9331	9330
San Angelo, TX (SJT)	83.7	83.7	123	123
San Antonio, TX (SAT)	81.0	83.1	3266	3266
San Diego, CA (SAN)	81.3	80.1	7699	7702
San Francisco, CA (SFO)	67.0	75.0	14931	14934
San Jose, CA (SJC)	81.3	81.1	4731	4731
San Juan, PR (SJU)	72.1	77.5	2137	2136
San Luis Obispo, CA (SBP)	74.5	74.7	411	411
Sanford, FL (SFB)	66.0	73.1	799	795
Santa Ana, CA (SNA)	81.0	81.4	3566	3565
Santa Barbara, CA (SBA)	77.5	78.5	614	614
Santa Fe, NM (SAF)	87.0	89.4	123	123
Providence, RI (PVD)	74.0	82.9	1662	1662
Santa Maria, CA (SMX)	69.2	69.2	13	13

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Santa Rosa, CA (STS)	79.4	79.4	136	136
Sarasota/Bradenton, FL (SRQ)	83.1	82.4	545	545
Sault Ste. Marie, MI (CIU)	79.0	89.5	57	57
Savannah, GA (SAV)	80.1	81.2	1395	1394
Scottsbluff, NE (BFF)	83.3	87.0	54	54
Scranton/Wilkes-Barre, PA (AVP)	74.0	81.8	319	318
Seattle, WA (SEA)	84.2	87.8	12048	12050
Shreveport, LA (SHV)	85.4	86.5	554	554
Sioux City, IA (SUX)	62.9	70.8	89	89
Sioux Falls, SD (FSD)	80.7	86.7	465	465
Sitka, AK (SIT)	81.3	88.7	107	106
South Bend, IN (SBN)	78.5	85.6	521	521
Spokane, WA (GEG)	84.8	87.8	1066	1066
Springfield, IL (SPI)	77.1	74.5	157	157
Springfield, MO (SGF)	81.3	81.6	750	750
St. Cloud, MN (STC)	100.0	85.7	7	7
St. George, UT (SGU)	83.2	90.8	273	273
St. Louis, MO (STL)	82.0	76.8	5720	5719
St. Petersburg, FL (PIE)	77.7	84.4	623	622
State College, PA (SCE)	90.9	86.4	88	88
Staunton, VA (SHD)	67.1	75.9	85	83
Stillwater, OK (SWO)	85.5	85.5	62	62
Stockton, CA (SCK)	71.6	62.7	67	67
Sun Valley/Hailey/Ketchum, ID (SUN)	83.9	91.9	62	62
Syracuse, NY (SYR)	77.7	82.7	1173	1174
Tallahassee, FL (TLH)	78.1	84.3	535	535
Tampa, FL (TPA)	77.3	77.4	6255	6254
Texarkana, AR (TXK)	79.5	78.6	117	117
Toledo, OH (TOL)	77.3	80.1	176	176
Traverse City, MI (TVC)	83.4	86.6	247	246
Trenton, NJ (TTN)	68.3	67.1	243	243
Tucson, AZ (TUS)	79.4	81.9	1605	1606
Tulsa, OK (TUL)	78.8	79.5	1446	1445
Twin Falls, ID (TWF)	92.9	94.7	113	113

## AIR TRAVEL CONSUMER REPORT

TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

MAY 2018

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Tyler, TX (TYR)	85.0	85.0	120	120
Valdosta, GA (VLD)	92.1	96.6	88	88
Valparaiso, FL (VPS)	81.1	81.3	721	720
Waco, TX (ACT)	83.6	83.6	146	146
Washington, DC (DCA)	75.9	77.7	11121	11123
Washington, DC (IAD)	76.8	79.4	5784	5782
Waterloo, IA (ALO)	81.0	84.5	58	58
West Palm Beach/Palm Beach, FL (PBI)	74.6	76.6	2099	2098
West Yellowstone, MT (WYS)	85.7	100.0	14	14
White Plains, NY (HPN)	71.5	76.8	857	848
Wichita Falls, TX (SPS)	82.4	82.4	91	91
Wichita, KS (ICT)	79.3	83.2	863	865
Williston, ND (ISN)	89.5	94.4	124	124
Wilmington, NC (ILM)	78.7	81.3	624	624
Worcester, MA (ORH)	60.9	65.6	92	90
Wrangell, AK (WRG)	91.9	93.6	62	62
Yakutat, AK (YAK)	82.3	88.7	62	62
Yuma, AZ (YUM)	93.3	95.8	120	120

## AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER

MAY 2018

CARRIER	AT 30 LARGEST U.S. AIRPORTS B/				AT ALL US AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ENVOY	15	13315	502	3.8	125	25364	939	3.7
REPUBLIC	18	17332	483	2.8	83	27398	715	2.6
PSA	10	12372	277	2.2	93	23869	557	2.3
MESA	13	10434	239	2.3	91	17866	401	2.2
JETBLUE	26	18688	221	1.2	69	26513	330	1.2
AMERICAN	29	63628	782	1.2	94	77957	966	1.2
SOUTHWEST	24	61406	912	1.5	86	116849	1445	1.2
EXPRESSJET	13	8613	101	1.2	102	16661	180	1.1
SKYWEST	24	35696	362	1.0	221	65157	684	1.1
ENDEAVOR	16	11604	127	1.1	98	21097	221	1.0
FRONTIER	23	6119	50	0.8	77	10297	101	1.0
ALASKA	26	16645	112	0.7	70	22974	149	0.6
UNITED	28	44365	256	0.6	98	52816	328	0.6
SPIRIT	21	12047	71	0.6	40	14889	83	0.6
ALLEGIANTE	7	1219	5	0.4	116	8033	26	0.3
HAWAIIAN	9	3502	2	0.1	18	7054	8	0.1
DELTA	30	61775	18	0.0	145	81735	23	0.0
TOTAL		398760	4520	1.1		616529	7156	1.2

For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

## AIR TRAVEL CONSUMER REPORT

TABLE 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME  
MAY 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
ENVOY	1291	309	23.9
REPUBLIC	1563	201	12.8
MESA	862	108	12.5
PSA	1315	142	10.7
FRONTIER	619	64	10.3
SKYWEST	3152	210	6.6
AMERICAN	3784	239	6.3
JETBLUE	1019	59	5.7
EXPRESSJET	877	47	5.3
ALASKA*	1156	50	4.3
SOUTHWEST	14591	444	3.0
ENDEAVOR	1154	30	2.5
UNITED	2077	51	2.4
SPIRIT	572	14	2.4
ALLEGiant	923	19	2.0
HAWAIIAN	279	1	0.3
DELTA	3530	1	0.0
TOTAL	38764	1989	5.1

For simplicity, statistics are displayed to one decimal place. Actual ranking order is calculated to nine decimal places.

\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

NOTE: For a complete list of flights canceled 0.5% or more of the time, go to <https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx>



**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER**

**MAY 2018**

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA**	22974	18791	81.79	149	0.65	59	0.26	889	3.87	36	0.16	2152	9.37	17	0.07	882	3.84
ALLEGiant	8033	6161	76.70	26	0.32	17	0.21	628	7.82	76	0.95	347	4.32	9	0.11	769	9.57
AMERICAN	77957	61279	78.61	966	1.24	240	0.31	4585	5.88	623	0.80	5002	6.42	21	0.03	5242	6.72
DELTA	81735	69456	84.98	23	0.03	178	0.22	3838	4.70	502	0.61	4599	5.63	17	0.02	3122	3.82
ENDEAVOR	21097	17545	83.16	221	1.05	46	0.22	807	3.83	148	0.70	1187	5.63	1	0.00	1143	5.42
ENVOY	25364	19608	77.31	939	3.70	87	0.34	1045	4.12	329	1.30	1531	6.04	8	0.03	1817	7.16
EXPRESSJET	16661	13835	83.04	180	1.08	59	0.35	671	4.03	85	0.51	1053	6.32	0	0.00	777	4.66
FRONTIER	10297	7390	71.77	101	0.98	27	0.26	722	7.01	29	0.28	852	8.27	0	0.00	1178	11.44
HAWAIIAN	7054	6405	90.80	8	0.11	5	0.07	414	5.87	6	0.09	25	0.35	1	0.01	191	2.71
JETBLUE	26513	18825	71.00	330	1.24	89	0.34	2491	9.40	85	0.32	2055	7.75	16	0.06	2622	9.89
MESA	17866	14683	82.18	401	2.24	32	0.18	892	4.99	179	1.00	615	3.44	4	0.02	1061	5.94
PSA	23869	17900	74.99	557	2.33	82	0.34	1325	5.55	350	1.47	1314	5.51	12	0.05	2329	9.76
REPUBLIC	27398	21854	79.77	715	2.61	87	0.32	985	3.60	204	0.74	2032	7.42	6	0.02	1515	5.53
SKYWEST	65157	52629	80.77	684	1.05	219	0.34	2468	3.79	669	1.03	3818	5.86	17	0.03	4653	7.14
SOUTHWEST	116849	89308	76.43	1445	1.24	248	0.21	8013	6.86	489	0.42	4727	4.05	68	0.06	12551	10.74
SPIRIT	14889	11951	80.27	83	0.56	27	0.18	528	3.55	108	0.73	1547	10.39	12	0.08	633	4.25
UNITED	52816	41647	78.85	328	0.62	213	0.40	2211	4.19	480	0.91	4658	8.82	0	0.00	3278	6.21
<b>TOTAL</b>	<b>616529</b>	<b>489267</b>	<b>79.37</b>	<b>7156</b>	<b>1.16</b>	<b>1715</b>	<b>0.28</b>	<b>32512</b>	<b>5.27</b>	<b>4398</b>	<b>0.71</b>	<b>37514</b>	<b>6.08</b>	<b>209</b>	<b>0.03</b>	<b>43763</b>	<b>7.10</b>

**\* Causes of Delay:**

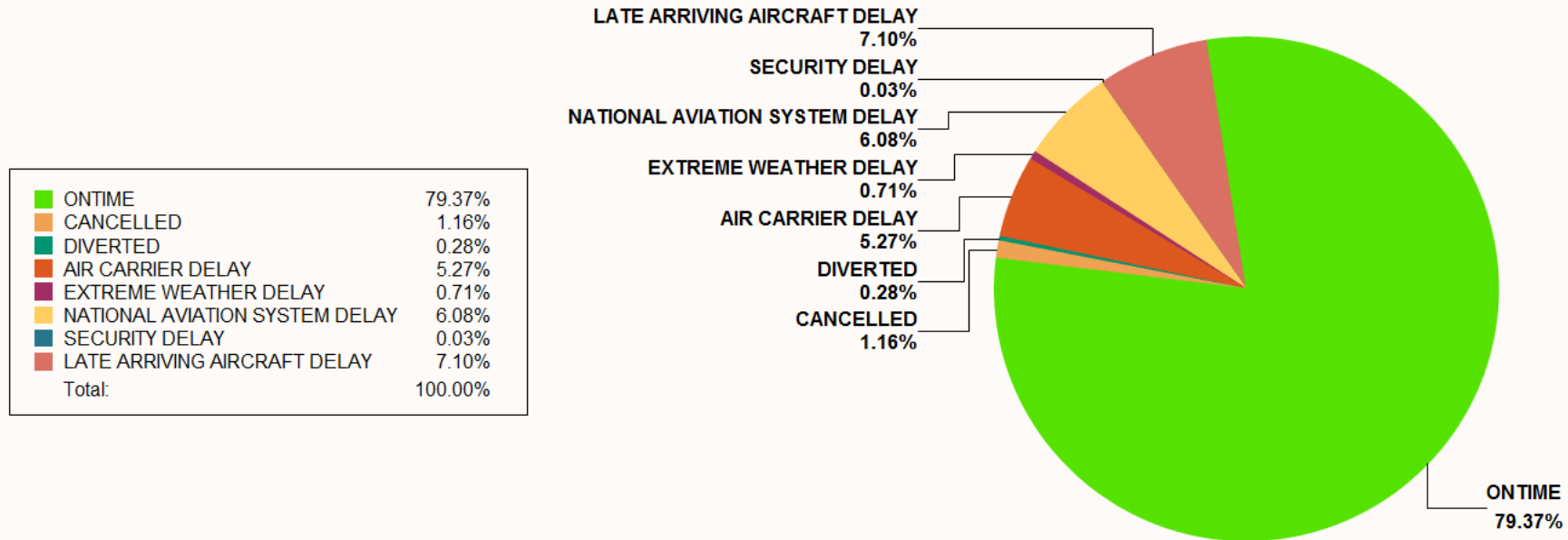
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

AIR TRAVEL CONSUMER REPORT  
TABLE 10. OVERALL CAUSES OF DELAY\*

MAY 2018



\* Causes of Delay:

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
  - **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
  - **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
  - **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
  - **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.
- A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

Note: For additional airline-specific information, visit [https://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](https://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

## AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY CARRIER

MAY 2018

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Length of Tarmac Delay
SPIRIT	695	BWI	LAS	5/12/2018	Diversion Airport (STL)	3:53
UNITED	1926	LGA	IAH	5/26/2018	Diversion Airport (HOU)	3:43
TRANS STATES	4285	DCA	GRR	5/31/2018	Origin Airport	3:36
SPIRIT	315	TPA	IAH	5/26/2018	Diversion Airport (HOU)	3:26
PSA	5095	DCA	GSP	5/31/2018	Origin Airport	3:22
UNITED	340	IAD	SFO	5/15/2018	Origin Airport	3:22
AMERICAN	880	SFO	PHL	5/15/2018	Diversion Airport (BWI)	3:11
PSA	5132	DCA	GSO	5/31/2018	Origin Airport	3:10
JETBLUE	324	LAX	JFK	5/15/2018	Diversion Airport (ORF)	3:10
AIR WISCONSIN	3924	IAD	ILM	5/14/2018	Origin Airport	3:09
AMERICAN	2357	MIA	IAD	5/16/2018	Origin Airport	3:06
TRANS STATES	4269	DCA	ROC	5/22/2018	Origin Airport	3:02

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

\* See Appendix at end of this section for list of airport codes.

## AIR TRAVEL CONSUMER REPORT

TABLE 11A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY CARRIER

MAY 2018

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Length of Tarmac Delay
AIR INDIA	127	DEL	ORD	5/9/2018	Diversion Airport (MKE)	5:50
JAPAN AIR	4	NRT	IAD	5/15/2018	Destination Airport	4:59
AER LINGUS	125	DUB	ORD	5/2/2018	Diversion Airport (MKE)	4:57
MESA	6175	MTY	IAH	5/20/2018	Diversion Airport (AUS)	4:03

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S., based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244). \* See Appendix at end of this section for list of airport codes.

## AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED DOMESTIC FLIGHTS EXPERIENCING TARMAC DELAYS OVER 2 HOURS BY CARRIER  
MAY 2018

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
UNITED	52816	105	0.20
ENDEAVOR	21097	36	0.17
PSA	23869	37	0.16
REPUBLIC	27398	41	0.15
AMERICAN	77957	116	0.15
EXPRESSJET	16661	18	0.11
MESA	17866	17	0.10
JETBLUE	26513	24	0.09
ENVOY	25364	22	0.09
SKYWEST	65157	54	0.08
SPIRIT	14889	12	0.08
FRONTIER	10297	8	0.08
DELTA	81735	54	0.07
ALASKA*	22974	11	0.05
SOUTHWEST	116849	26	0.02
ALLEGiant	8033	1	0.01
HAWAIIAN	7054	0	0.00
<b>TOTAL</b>	<b>616529</b>	<b>582</b>	<b>0.09</b>

Note: Tarmac delays of 2 hours or more on any scheduled domestic flight based on reports from carriers reporting Part 234 monthly on-time data. For simplicity, statistics are displayed to two decimal places. Actual ranking order is calculated to nine decimal places.

\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

**FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)**

- A** See Appendix for list of carrier codes.
- B** See Appendix for a list of largest 30 airports. Data include all reported domestic flight operations to the 30 largest airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 30 largest airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between other airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.

## **APPENDIX**

**NOTE:** The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operation records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

### **30 Largest U.S. Airports**

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Honolulu: Daniel K Inouye Int'l	HNL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

### **Air Carriers Required to Report**

#### **Data to DOT and to CRS Vendors\***

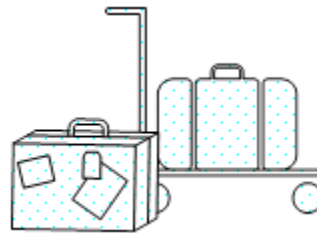
AS	Alaska Airlines
G4	Allegiant Air
AA	American Airlines
DL	Delta Air Lines
9E	Endeavor Air
MQ	Envoy Air
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OH	PSA Airlines
YX	Republic Airline
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America**

\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #27, issued August 15, 2017, effective January 1, 2018: <https://www.bts.gov/topics/airlines-and-airports/number-27-technical-directive-time-reporting-effective-jan-1-2018>

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this report.

## **MISHANDLED BAGGAGE**

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues. See 14 CFR Part 234.





**AIR TRAVEL CONSUMER REPORT**  
**MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS**  
**U.S. AIRLINES\***

		MAY 2018			MAY 2017		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	DELTA AIR LINES	16,178	10,482,299	1.54	18,576	11,122,894	1.67
2	JETBLUE AIRWAYS	4,666	2,876,170	1.62	4,814	2,905,641	1.66
3	SPIRIT AIRLINES	4,056	2,211,058	1.83	3,110	1,888,028	1.65
4	UNITED AIRLINES	17,977	7,710,470	2.33	15,259	7,214,180	2.12
5	HAWAIIAN AIRLINES	2,179	885,118	2.46	2,655	883,544	3.00
6	FRONTIER AIRLINES	4,524	1,705,520	2.65	3,499	1,361,806	2.57
7	ALASKA AIRLINES**	8,607	3,091,406	2.78	3,521	2,193,846	1.60
8	SOUTHWEST AIRLINES	40,157	14,163,744	2.84	39,413	13,567,828	2.90
9	AMERICAN AIRLINES	32,278	9,619,631	3.36	27,199	10,637,844	2.56
10	SKYWEST AIRLINES	9,139	2,711,718	3.37	7,698	2,952,995	2.61
11	EXPRESSJET AIRLINES	3,115	679,927	4.58	4,693	1,361,065	3.45
12	ENVOY AIR	5,015	1,041,778	4.81	-	-	-
	<b>TOTALS</b>	147,891	57,178,839	2.59	131,508	56,773,133	2.32

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

TOTAL BAGGAGE REPORTS - For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS - For the domestic system only.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the previous ranking period reflect the deletion of Virgin America's data.

(-) Airline was not a ranked carrier in 2017.

## **OVERSALES**

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.



## AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\*

Rank	Airline	JANUARY - MARCH 2018				JANUARY - MARCH 2017			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 Passengers	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 Passengers
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	23,777	13	30,868,044	0.00	34,388	354	29,863,259	0.12
2	HAWAIIAN AIRLINES	160	2	2,676,265	0.01	113	55	2,649,691	0.21
3	JETBLUE AIRWAYS	844	7	8,927,623	0.01	553	1,415	8,770,054	1.61
4	EXPRESSJET AIRLINES	2,230	3	2,411,261	0.01	7,354	507	4,137,528	1.23
5	UNITED AIRLINES	8,214	27	21,314,280	0.01	15,917	900	20,559,648	0.44
6	ENDEAVOR AIR	3,117	4	2,709,157	0.01	-	-	-	-
7	PSA AIRLINES	2,416	22	3,210,770	0.07	-	-	-	-
8	REPUBLIC AIRLINE	2,613	32	4,050,777	0.08	-	-	-	-
9	VIRGIN AMERICA	89	22	2,045,185	0.11	908	51	1,803,849	0.28
10	SKYWEST AIRLINES	7,816	88	8,060,076	0.11	11,543	622	7,201,623	0.86
11	AMERICAN AIRLINES	15,658	483	31,525,870	0.15	10,870	2,301	30,582,875	0.75
12	MESA AIRLINES	2,413	47	2,864,946	0.16	-	-	-	-
13	ALLEGiant AIR	0	58	3,306,693	0.18	-	-	-	-
14	SOUTHWEST AIRLINES	4,325	669	37,042,370	0.18	16,205	2,537	35,246,083	0.72
15	ENVOY AIR	3,839	59	2,943,408	0.20	-	-	-	-
16	ALASKA AIRLINES	1,206	120	5,844,254	0.21	1,981	206	5,595,050	0.37
17	FRONTIER AIRLINES	949	188	4,416,868	0.43	312	167	3,582,185	0.47
18	SPIRIT AIRLINES	5,941	410	6,180,877	0.66	2,141	451	5,274,512	0.86
TOTALS		85,607	2,254	180,398,724	0.12	102,285	9,566	155,266,357	0.62

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

(-) Airline was not a ranked carrier in 2017.

## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department via internet, in writing or by telephone. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

**Summary** - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

**Complaint Categories** - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

**U.S. Airlines** - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

**Incident Date** - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

**Companies Other Than U.S. Airlines** - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

**Airline Rankings** - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for 0.5 percent of total domestic scheduled-service passenger revenues according to the rate of complaints per 100,000 passengers. The system-wide enplanements (domestic and international scheduled and charter revenue passenger counts) are derived from the Form 41 Schedule T-100 traffic reports that carriers, under certification, are required to submit to BTS within 30 days following the end of each reporting month (14 CFR Part 241). System wide enplanements used for the complaint ranking ratios exclude military charters and non-revenue passengers.

## AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS  
SUMMARY

	MAY 2018				MAY 2017			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	643	43	1	103	1,264	78	2	119
FOREIGN AIRLINES	413	8	0	67	482	9	0	72
TRAVEL AGENTS	29	0	0	20	28	3	0	13
TOUR OPERATORS	4	1	0	0	1	0	0	0
MISCELLANEOUS	13	17	0	80	9	18	0	18
INDUSTRY TOTALS	1,102	69	1	270	1,784	108	2	222

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

TABLE 2

COMPLAINT CATEGORY	MAY 2018			MAY 2017		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	306		1	658	
CANCELLATION			112			317
DELAY			94			201
MISCONNECTION			55			90
BAGGAGE	2	165		2	238	
RESERVATIONS/TICKETING/BOARDING	3	152		3	232	
CUSTOMER SERVICE	4	123		4	183	
REFUNDS	5	109		6	106	
FARES	6	97		5	174	
DISABILITY	7	66		7	80	
OTHER	8	40		9	46	
FREQUENT FLYER			12			26
OVERSALES	9	29		8	48	
DISCRIMINATION	10	9		11	9	
ADVERTISING	11	6		10	10	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,102			1,784	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

## AIR TRAVEL CONSUMER REPORT

TABLE 3

## COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES\*

MAY 2018

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES***	5	0	0	0	1	1	2	2	0	1	0	0	12
ALLEGiant AIR	5	0	1	4	2	3	2	1	0	0	0	0	18
AMERICAN AIRLINES	65	6	19	11	8	17	18	11	0	1	0	4	160
DELTA AIR LINES	23	2	5	4	1	7	9	12	0	2	0	3	68
ENVOY AIR	6	0	0	0	0	0	0	0	0	0	0	0	6
FRONTIER AIRLINES	23	1	4	3	4	12	2	5	1	1	0	1	57
HAWAIIAN AIRLINES	2	1	1	5	0	0	3	0	0	0	0	0	12
JETBLUE AIRWAYS	11	0	3	0	1	5	3	2	0	0	0	2	27
MESA AIRLINES	1	0	0	0	0	0	4	0	0	0	0	0	5
PIEDMONT AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
PSA AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
REPUBLIC AIRLINE	8	0	0	0	0	2	1	0	0	0	0	1	12
SKYWEST AIRLINES	6	0	0	0	0	1	2	0	0	0	0	0	9
SOUTHWEST AIRLINES	23	2	7	3	5	2	5	3	1	0	0	3	54
SPIRIT AIRLINES	13	2	20	8	3	2	7	3	2	0	0	3	63
SUN COUNTRY AIRLINES	9	0	1	0	2	3	0	1	0	0	0	0	16
UNITED AIRLINES	22	1	10	9	4	10	20	12	0	0	0	6	94
Other U.S. Airlines	9	0	0	1	2	3	2	0	0	1	0	1	19
<b>TOTAL MAY 2018</b>	<b>242</b>	<b>15</b>	<b>71</b>	<b>48</b>	<b>33</b>	<b>68</b>	<b>80</b>	<b>52</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>24</b>	<b>643</b>
<b>% of TOTAL COMPLAINTS</b>	<b>37.6</b>	<b>2.3</b>	<b>11.0</b>	<b>7.5</b>	<b>5.1</b>	<b>10.6</b>	<b>12.4</b>	<b>8.1</b>	<b>0.6</b>	<b>0.9</b>	<b>0</b>	<b>3.7</b>	
<b>TOTAL MAY 2017</b>	<b>573</b>	<b>33</b>	<b>145</b>	<b>68</b>	<b>60</b>	<b>131</b>	<b>132</b>	<b>73</b>	<b>7</b>	<b>8</b>	<b>0</b>	<b>34</b>	<b>1,264</b>
<b>% of TOTAL COMPLAINTS</b>	<b>45.3</b>	<b>2.6</b>	<b>11.5</b>	<b>5.4</b>	<b>4.7</b>	<b>10.4</b>	<b>10.4</b>	<b>5.8</b>	<b>0.6</b>	<b>0.6</b>	<b>0</b>	<b>2.7</b>	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

\*\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table.

## AIR TRAVEL CONSUMER REPORT

TABLE 4

## COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE\*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALASKA AIRLINES**	12	9	75.0	1	8.3	1	8.3	1	8.3
ALLEGiant AIR	18	11	61.1	0	0.0	5	27.8	2	11.1
AMERICAN AIRLINES	160	85	53.1	29	18.1	29	18.1	17	10.6
DELTA AIR LINES	68	34	50.0	7	10.3	19	27.9	8	11.8
ENVOY AIR	6	6	100.0	0	0.0	0	0.0	0	0.0
FRONTIER AIRLINES	57	41	71.9	4	7.0	5	8.8	7	12.3
HAWAIIAN AIRLINES	12	6	50.0	2	16.7	4	33.3	0	0.0
JETBLUE AIRWAYS	27	18	66.7	4	14.8	5	18.5	0	0.0
MESA AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
PIEDMONT AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
PSA AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
REPUBLIC AIRLINE	12	9	75.0	2	16.7	0	0.0	1	8.3
SKYWEST AIRLINES	9	8	88.9	0	0.0	1	11.1	0	0.0
SOUTHWEST AIRLINES	54	38	70.4	3	5.6	8	14.8	5	9.3
SPIRIT AIRLINES	63	37	58.7	11	17.5	8	12.7	7	11.1
SUN COUNTRY AIRLINES	16	4	25.0	8	50.0	3	18.8	1	6.3
UNITED AIRLINES	94	45	47.9	15	16.0	20	21.3	14	14.9
Other U.S. Airlines	19	8	42.1	3	15.8	6	31.6	2	10.5
<b>Totals</b>	<b>643</b>	<b>374</b>	<b>58.2</b>	<b>90</b>	<b>14.0</b>	<b>114</b>	<b>17.7</b>	<b>65</b>	<b>10.1</b>
<b>Previous Year's Totals</b>	<b>1,264</b>	<b>686</b>	<b>54.3</b>	<b>241</b>	<b>19.1</b>	<b>218</b>	<b>17.2</b>	<b>119</b>	<b>9.4</b>

\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table



# AIR TRAVEL CONSUMER REPORT

TABLE 5

**COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\***  
**MAY 2018**

[illegible]

## AIR TRAVEL CONSUMER REPORT

TABLE 5 CONT'D.

## COMPANIES OTHER THAN U.S. AIRLINES\* BY COMPLAINT CATEGORY\*\*

MAY 2018

	FLIGHT PROBLEMS	OVER- SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b>MISCELLANEOUS</b>													
Other Miscellaneous	2	1	1	1	3	0	2	0	0	0	0	3	13
<b>TOTALS</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>13</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

\*\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

## AIR TRAVEL CONSUMER REPORT

TABLE 6

## CONSUMER COMPLAINTS: RANKINGS U.S. AIRLINES\*

RANK	AIRLINE	MAY 2018			MAY 2017		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	0	809,817	0.00	17	1,439,068	1.18
2	ENDEAVOR AIR	3	1,238,715	0.24	-	-	-
3	SKYWEST AIRLINES	9	3,314,242	0.27	21	3,003,396	0.7
4	SOUTHWEST AIRLINES	54	14,434,744	0.37	81	13,712,871	0.59
5	ALASKA AIRLINES**	12	3,162,114	0.38	10	2,275,941	0.44
6	MESA AIRLINES	5	1,199,898	0.42	-	-	-
7	PSA AIRLINES	6	1,244,473	0.48	-	-	-
8	ENVOY AIR	6	1,199,518	0.50	-	-	-
9	DELTA AIR LINES	68	13,295,490	0.51	158	13,016,811	1.21
10	REPUBLIC AIRLINE	12	1,697,986	0.71	-	-	-
11	JETBLUE AIRWAYS	27	3,629,031	0.74	49	3,401,669	1.44
12	UNITED AIRLINES	94	9,647,861	0.97	185	9,163,031	2.02
13	HAWAIIAN AIRLINES	12	993,620	1.21	10	949,208	1.05
14	AMERICAN AIRLINES	160	12,913,507	1.24	273	12,707,086	2.15
15	ALLEGiant AIR	18	1,150,014	1.57	-	-	-
16	SPIRIT AIRLINES	63	2,522,718	2.50	232	2,037,177	11.39
17	FRONTIER AIRLINES	57	1,727,757	3.30	43	1,427,535	3.01
TOTAL		606	74,181,505	0.82	1,079	63,133,793	1.71

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\* All U.S. airlines with at least 0.5 percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics.

\*\*Effective April 2018, data of the merged operations of Alaska Airlines and Virgin America are combined, and appear only as Alaska Airlines in this table. Totals for the previous ranking period reflect the deletion of Virgin America's data.

(-) Airline was not a ranked carrier in 2017.

## AIR TRAVEL CONSUMER REPORT

**Civil Rights Complaints by Air Travelers (Other Than Disability) for May 2018**

This table includes complaints to the U.S. Department of Transportation's Aviation Consumer Protection Division\* that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex\*\*. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
Silver Airways	1						
Aeromexico	1						
Alaska Airlines	1						
American Airlines	1						
Air France			1				
Delta Air Lines	1			1			
Frontier Airlines						1	
Alitalia	1						
<b>TOTAL</b>	<b>6</b>		<b>1</b>	<b>1</b>		<b>1</b>	

\*To file an airline civil rights complaint: <https://www.transportation.gov/airconsumer>

\*\*One complaint may raise multiple grounds for discrimination. The Aviation Consumer Protection Division categorizes each complaint based on the primary ground of the alleged discrimination.

## **COMPLAINT CATEGORIES**

**Flight Problems:** Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

**Oversales:** All bumping problems, whether or not the airline complied with DOT oversales regulations.

**Reservations, Ticketing, Boarding:** Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

**Fares:** Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

**Refunds:** Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

**Baggage:** Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

**Customer Service:** Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

**Disability:** Civil rights complaints by air travelers with disabilities.

**Advertising:** Advertising that is unfair, misleading or offensive to consumers.

**Discrimination:** Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

**Animals:** Loss, injury or death of an animal during air transport provided by an air carrier.

**Other:** Frequent flyer, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

## AIR TRAVEL CONSUMER REPORT

**May 2018 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation**

14 CFR Part 235 of DOT regulations require U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats to report to DOT on any incidents involving the loss, injury or death of an animal in its scheduled domestic or international passenger transportation. An "animal" for this purpose is (1) any animal which at the time of the transportation was being kept as a pet in a family household in the United States or (2) any dog or cat which was shipped as part of a commercial shipment on a scheduled passenger flight, including shipments by trainers and breeders.

An airline is required to submit a report for any month in which it experienced such a loss, injury or death during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear on this website are redacted to remove identifying information about individuals, including the owner of the animal.

A statistical summary of the reports appears in the table below. To see the redacted version of the actual reports filed by these airlines, click the airline's name.

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Delta Air Lines</a>	1	2	0
Totals:	1	2	0

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of May 2018  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 69 million airline passengers and their 55 million checked bags in the month of May as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

**Note:** Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report. TSA no longer reports claims data, as the number of claims received does not reflect the incidents for that month. However, the personal property data below includes complaints of mishandling of a passenger's property in carry-on luggage.

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
915	.001	49	.00007	201	.0002	544	.0007

**NOTES**

<sup>a</sup> Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available from 8:00AM to 11:00PM EST Monday through Friday. Weekends and holidays 9:00AM to 8:00PM.

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of May.

As of February 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.